The Catholic University of Zimbabwe

Student Semester Registration and Results Access Guide

Stage 1: Semester Attendance Confirmation

Step 1: Log into the Student Portal

- **Go to the Official University Student Portal:**

    o Visit the university's official student portal login page. Portal URL is as follows: www.portal.cuz.ac.zw

- **Enter Credentials:**

    o Log in with your student registration number and password.

Step 2: Confirm Your Attendance for the Semester

- **Navigate to Attendance Confirmation Section:**

    o Once logged in, go to the section labelled "Semester Attendance Confirmation" or a similar heading in your student portal.

- **Select One of Two Options:**

    o **Option 1: Confirm Attendance:**

        - If you plan to attend classes for the semester, click the option to confirm your attendance.

        - This will let the university know that you are proceeding with your studies for the semester.

        - **Confirmation Message:** After confirming, you will receive a notification or confirmation to your student email. This message will contain details about your attendance confirmation.

        - **Option 2: Defer for the Semester:**

        - If you are unable to attend this semester and need to defer, select the option to defer.

        - **Deferral Process:** Follow the instructions provided and submit the necessary documents. This is normally the letter from the student requesting to defer, and where appropriate a Doctor's note is attached.

        - **Deferral Confirmation:** You will receive an email or notification confirming the deferral and any further steps, to your CUZ student email address.

NN.

Step 3: Wait for Confirmation

- **Attendance Confirmation/Deferral Acknowledgment:**

  - Please note that if you confirm your attendance: Your account will be billed for the semester. The balance will be equivalent to the fees associated with your study program for the semester. Please check your account for payment deadlines and instructions. Fees are due upon registration, payment plans can be agreed subject to confirmation by the Bursar.

  - If you defer your attendance: You will receive an acknowledgment of your deferral, which may include instructions for reactivation or future steps. Reactivation is effected when the returning student writes a letter to the Dean, Bursar and Chairperson stating his/her request to resume studies.

  - It is recommended to **print** or **save** a copy of the acknowledgment message for your records.

Stage 2: Registration of Semester Courses

Step 1: Log into the Student Portal

- **Go to the Student Portal:**

  - After confirming your attendance (or deferral), log in to the portal again if needed.

Step 2: Navigate to the Course Registration Section

- **Go to the Course Registration Tab:**

  - In the student portal, navigate to the "Course Registration" tab.

Step 3: Select Your Courses for the Semester

- **Browse Available Courses:**

  - Review the list of courses offered for the semester to check if you are being offered the correct courses, if yes, please proceed. For some programs, there are core (required) courses. Make sure you're registering for all mandatory courses.

  - Ensure that you meet any prerequisites and corequisites for the courses you wish to take.

N.N.

- **Repeat/Additional Courses:**

    - Please note that If you are retaking any course, it will attract additional fees. These fees will be reflected on your student portal as an add-on bill. Please review your portal regularly to stay updated on your financial obligations.

- **Important Note:**
    - A minimum balance is required for student registration. Repeat courses **cannot** be registered unless the full semester fees balance for your study program has been settled.

Step 4: Review and Confirm Your Course Selection

- **Finalize Registration:**

    - Once satisfied with your selection, click the button to **Confirm Registration.**

Step 5: Receive Registration Confirmation

- **Confirmation of Registration:**

    - After submitting your course registration, you will receive a confirmation message on the portal and/or via email.

- **Print or Save Your Schedule:**

    - Download or print your registration receipt for the semester for easy reference.

Stage 3: Accessing Your Results

Step 1: Log into the Student Portal

- **Go to the Official Portal:**

    - Access the student portal using your student ID and password.

Step 2: Navigate to the Results Section

- **Find the Results/Grades Tab:**

    - Once logged in, locate the section labeled "Results," This section is under the "Academics"

- **Important Note:**
  - o To access and view your results, **all outstanding balances** must be fully settled.
  - o Results will remain inaccessible on the student portal until your account is cleared of all dues, including semester fees, repeat course fees, and any other charges

Step 3: Request Re-Evaluation (if applicable)

- **Appeal Process:**
  - o If you believe there was an error in grading or if you are dissatisfied with your grades. Follow the specific procedures outlined in university policy.
  - o **Contact Information:** You can reach out to the relevant department or academic office for assistance.

N.N

Common Troubleshooting and FAQ

1. **Forgot Password or Account Issues:**

   If you forget your login credentials, use the "Forgot Password" option on the portal. If you encounter any issues with login, contact technical support.

2. **Course Registration Problems:**

   If you're unable to register due to course conflicts, prerequisites, or system errors, contact your Faculty Dean or Chairperson.

3. **Missing Grades:**

   If certain grades are missing from your results, verify that all coursework has been submitted or check with the respective instructors and Faculty Chairperson. You can also reach out to the examination or records office.

Contact Information for Assistance:

- Admissions Office
  admissions@cuz.ac.zw | +2638688002370
- Finance Office
  finance@cuz.ac.zw, bursar@cuz.ac.zw | +2638688002370
- Faculty of Commerce Innovation and Technology
  fcitsecretary@cuz.ac.zw | +2638688002370
- Faculty of Education, Social Sciences and Humanities
  admin.fessh.terp@cuz.ac.zw | +2638688002370
- Faculty of Graduate Studies, Research and Innovation
  postgradresearch@cuz.ac.zw | +2638688002370
- Faculty of Theology Ethics, Religion Studies and Philosophy
  admin.fessh.terp@cuz.ac.zw | +2638688002370
- Student Affairs Office
  arsa@cuz.ac.zw | +2638688002370
- ICT Office
  its@cuz.ac.zw | +2638688002370